
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Security Guard I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. WRITTEN INSTRUCTIONS**(10 Questions)**

Employees in this job may be given instructions, in writing or orally, from their supervisor regarding how and when tasks should be completed. The ability to understand and perform duties as assigned via instructions from your supervisor is essential to successful job performance. This test section will assess your ability to comprehend and follow instructions.

II. GENERAL SAFETY**(10 Questions)**

Knowledge of general safety practices is necessary to ensure the protection of assigned buildings and grounds. Identification, notification and resolution of unsafe conditions in the work environment are critical components of this job. This test section will assess your knowledge of commonly accepted safety practices.

Situations which may be addressed in this test section include:

- Clogged/broken pipes;
- Sprinkler system malfunctions;
- Injuries to persons;
- Smoke/fire;
- Damage to property;
- Unsafe behavior on the part of visitors, staff or the public on or near state grounds.

III. PUBLIC RELATIONS**(10 Questions)**

Skill in public relations is essential to the successful performance of this job. Employees must be able to effectively interact with facility staff and visitors. Employees often provide assistance to facility staff and visitors. The questions in this section of the exam assess your skill in the application of basic public and interpersonal relation concepts.

The following situations may be addressed in this test section:

- Dealing with hostile visitors, residents and staff;
- Mistakes on the job;
- Requests from the public;
- Office/telephone etiquette.

[OVER]

IV. SPELLING

(10 Questions)

Reports and records completed by employees must be accurate and free of spelling errors. The questions presented in this section assess your ability to identify misspelled words. Some, but not all, of the words included in this test section are primarily associated with the field of safety & security.

Sample Question:

Which one of the following words is **correctly** spelled?

1. embezel
2. vandalizm
3. larsoney
4. Assault

Response 4 (assault) is the only correctly spelled word out of the four words presented.

V. FORM COMPLETION

(10 Questions)

An employee in this job must complete pre-printed daily activity and incident report forms. These forms create an official record regarding the facts of and witnesses to significant incidents which occur on facility property. The information provided in these reports must be clear, complete and accurate. This test section will assess your ability to accurately provide information required by a pre-printed, fill-in-the-blank report form.